

Monthly Service Dashboard 2022

| | March 2022 | April 2022 | May 2022 | June 2022 | July 2022 | Aug 2022 | Sep 2022 | Oct 2022 | Nov 2022 | Dec 2022 | Jan 2023 | Feb 2023 |
|---|---------------|---------------|-------------|--------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| # of Phone Calls | 1,840 | 1,683 | 1,645 | 1,898 | 2,021 | 2,126 | 2,014 | 2,005 | 1,772 | 1,820 | 1,763 | 1,705 |
| # of Emails Received | 6,468 | 6,059 | 5,847 | 7,725 | 7,369 | 8,107 | 7,315 | 7,118 | 6,618 | 7,485 | 7,312 | 6,447 |
| % of Emails Responded to ≤ 3 Business Days | 99% | 99% | 100% | 100% | 100% | 99% | 99% | 100% | 99% | 92% | 89% | 95% |
| % of Credentials Processed ≤ 5 Business Days | 65% | 63% | 84% | 81% | 28% | 7% | 3% | 36% | 80% | 70% | 51% | 81% |
| % of Verifications Processed ≤ 5 Business Days | 96% | 97% | 98% | 98% | 96% | 98% | 97% | 98% | 98% | 91% | 97% | 96% |
| % of Credentials Verified within 30 days | 77% | 78% | 79% | 79% | 78% | 82% | 80% | 80% | 80% | 79% | 78% | 78% |
| % of Credentials Verified within 90 days | 91% | 90% | 90% | 91% | 92% | 92% | 91% | 90% | 90% | 89% | 90% | 90% |
| # of Schools Verifying Credentials via EMSWP* | 1,840 | 1,855 | 1,869 | 1,892 | 1,910 | 1,921 | 1,935 | 1,951 | 1,959 | 1,967 | 1,973 | 1,984 |
| # of Schools Added to EMSWP | 16 | 15 | 14 | 23 | 18 | 11 | 14 | 16 | 8 | 8 | 6 | 11 |
| % of School Credentials Sent via EMSWP | 83% | 86% | 85% | 87% | 87% | 85% | 85% | 83% | 82% | 85% | 84% | 85% |
| # of Institutions Verifying Credentials via Email | 1,287 | 1,298 | 1,315 | 1,326 | 1,345 | 1,354 | 1,368 | 1,381 | 1,390 | 1,395 | 1,407 | 1,413 |

*See attached for complete list of schools verifying credentials via EMSWP.

